



DEPARTMENT OF THE NAVY
NAVAL SUPPLY SYSTEMS COMMAND
1931 JEFFERSON DAVIS HIGHWAY
ARLINGTON VA 22241-5360

NAVSUPINST 4050.67A
SUP 053
24 May 1993

NAVSUP INSTRUCTION 4050.67A

Subj: NAVY PERSONAL PROPERTY EXCELLENCE AWARD PROGRAM

Ref: (a) CNO ltr of 10 Aug 87

Encl: (1) Navy Personal Property Excellence Award Program
Guidelines
(2) Evaluation Checklist and Performance Summary

1. Purpose. To provide information and procedures governing the evaluation, nomination and selection of activities to receive the Navy Personal Property Excellence Award.

2. Cancellation. NAVSUPINST 4050.67.

3. Discussion

a. Reference (a) established the Navy Personal Property Excellence Award to recognize those Navy offices which provide outstanding service to their customers. Reference (a) also tasked Naval Supply Systems Command (NAVSUP) with providing the guidelines for administering the award program. This instruction provides those guidelines.

b. Moving is a way of life for Navy members and their families, with significant impact on quality of life, financial welfare, morale, and retention. Arranging a move is a labor intensive, difficult job. The annual Navy Personal Property Excellence Award is established to recognize those offices that consistently do an outstanding job serving the Navy community, and to encourage other offices to strive for truly outstanding performance.

4. Action. Major claimants are requested to evaluate their personal property activities using the guidelines contained in enclosures (1) and (2). On site evaluations are not mandatory but are encouraged when they can be accomplished in conjunction with other travel. Nominations for the award should be submitted annually to Naval Supply Systems Command (SUP 44), 1931 Jefferson Davis Highway, Arlington, Virginia 22241-5360 as indicated in enclosure (1).

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T. ROREX
Assistant Commander for
Navy Material Transportation

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Navy Personal Property Excellence Award Program Guidelines

1. Eligibility

a. All Navy Personal Property Shipping Offices (PPSOs and Personal Property Processing Offices (PPPOs) are eligible for consideration in the Navy Personal Property Excellence Award Program. A PPSO is an office which performs all of the major personal property functions (counseling, inbound, outbound, nontemporary storage, quality control, and loss and damage claims processing). A PPPO is an office which performs some but not all of the five major functions.

b. PPPOs which are extensions of a Navy PPSO are not eligible for consideration by themselves in the award program, but will be considered part of the host PPSO. Conversely, PPPOs which are served by a host PPSO of another service may be considered individually for the award.

2. Awards. Certificates of award will be made in three classes: CLASS I - Personal Property Processing Offices; CLASS II - Personal Property Shipping Offices with less than 12,000 total shipments per year; and CLASS III - Personal Property Shipping Offices with more than 12,000 total shipments per year.

3. Nomination Procedures

a. Submission. Major claimants may nominate one personal property activity from each category for the Navy Personal Property Excellence Award. Claimants should submit nominations only when personal property offices are considered truly outstanding and have fully met the intent of the award. Although maximum participation is encouraged, a claimant may decline to submit a nomination.

b. Nomination Criteria. Major claimants should use enclosure (2), Navy Personal Property Excellence Award Evaluation Checklist and Performance Summary as the basis for nominating a personal property office for the award. In addition to the scoring factor, enclosure (2) also asks for other information, such as staffing, training, location, and publications management, which should be considered in evaluating potential nominees. Sources such as command inspection reports, MTMC Field Assistance Reports, and letters of commendation or appreciation should be used in evaluating a potential nominee. Similarly, although parts of enclosure (2) are not to be scored, they should be considered in supporting and evaluation and will be considered during the final selection process.

c. Nomination Packages. Nomination packages should be forwarded to the Naval Supply Systems Command (SUP 442), 1931 Jefferson Davis Highway, Arlington, Virginia 22241-5360 by 30 September. Nomination packages should include a copy of enclosure (2), photographs of the nominated activity and other material supporting the nomination. Packages will not be accepted without major claimant endorsements. A certificate of nomination will be forwarded after receipt of the nomination package at NAVSUP.

4. Award Timetables

a. Timetables for annual nominations, submissions, and evaluations are:

Nominations Due	Final Evaluations	Awards
<u>To NAVSUP</u>	<u>Completed Winners</u>	<u>Presented</u>
<u>30 Sep</u>	<u>Announced</u>	<u>Jan - Feb</u>
	Oct - Nov	

b. NAVSUP will convene an award selection committee which will review the nominations and select the award winners in each class. Announcement of the awards will be accompanied by suitable publicity. The announcement will be made prior to the end of the fiscal year to permit travel arrangements to the appropriate workshop.

Navy Personal Property Excellence Award Checklist and Performance Summary

Part I

This checklist highlights the major functions performed by a personal property office. Each function should be scored as appropriate. Maximum points are shown in parentheses. Those functions which are not performed by personal property processing offices should be marked "NA."

Section A (No score)

General Activity Information

1. Activity Name:
2. Date of Evaluation:
3. Type of Office: (Please name the host shipping office.)
 - a. Yes____No____Personal Property Shipping Office
 - b. Yes____No____Personal Property Processing Office
4. Staffing Summary:
 - a. Military: authorized_____ on board _____
 - b. Civilian: authorized_____ on board _____
 - c. Has there been any significant change in staffing levels?
(Please describe.)
 - d. Have there been recent turnovers in key positions? (If so, please describe.)

5. Workload (For last complete fiscal year prior to evaluation)

- a. Total number of shipment applications (DD Form 1299) _____
- b. Total number of household goods shipments (Exclude DITY
and Local Moves) IN _____
OUT _____
- c. Total number of unaccompanied baggage shipments IN _____
OUT _____
- d. Total number of Mobile Home shipments IN _____
OUT _____
- e. Total number of nontemporary storage lots handled IN _____
OUT _____
- f. Total number of DITY moves (CONUS only) _____
- g. Total number of Local Moves _____
- h. Total number of loss and damage claims processed _____
- i. Total number of Privately Owned Vehicle Shipments _____

<u>Section B - Facilities</u> (No score)	<u>Yes</u>	<u>No</u>
1. Personal Property Office located in easily accessible area	_____	_____
2. Adequate customer parking available	_____	_____
3. Personal Property Office located in or near personal service centers (Housing, PSD/PSA, Family Services Center)	_____	_____
4. Office locations and hours publicized in other personal service contact areas	_____	_____
5. Office location and hours of operation published in local media	_____	_____

Section C - Publications (Maximum 100 points)

1. Publications on hand as listed in DOD 4500.34R, Appendix L (maximum 25 points)	Score: _____
2. Publications current changes posted (Maximum 25 points)	Score: _____
3. NAVSUP instructions, notices and AIG message received and distributed with office (Maximum 25 points)	Score: _____
4. Policy messages from Military Traffic Management Command and Per Diem, Travel and Transportation Allowance Committee received (Maximum 25 points)	Score: _____

Total Score Section C: _____

Section D - Counseling (maximum 150 points)

1. Interview booths, partitions or similar devices
used to promote privacy for counselors and members
(Maximum 30 points) Score: _____

2. Standard counseling checklist (DD Form 1797)
used for each customer (Maximum 30 points) Score: _____

3. Standard counseling checklist (DD Form 2278)
used (CONUS ONLY) (Maximum 30 points) Score: _____

4. DOD Standard Pamphlet "It's Your Move"
and Name, address and telephone number of
destination Transportation Officer provided
to member at origin (Maximum 30 points) Score: _____

5. Standard counseling checklist for Mobile Home
Shipments used for each customer (AF Form 1428)
(CONUS ONLY) (Maximum 30 points) Score: _____

Total Score Section D: _____

Section E - Outbound Traffic (Maximum 150 points)

1. Personal Property Government Bills of Lading prepared and forwarded to carriers prior to pick up date
(Maximum 40 points) Score: _____

2. Traffic Distribution Records (TDRs) established and maintained in accordance with DOD 4500.34R
(Maximum 40 points) Score: _____

3. Monitoring system in effect to ensure that completed PPGBLSS and DPM Packing Lists are returned within time frames IAW DOD 4500.34R
(Maximum 35 points) Score: _____

4. Weekly on hand shipment reports received from TGBL carriers IAW DOD 4500.34R
(Maximum 35 points) Score: _____

Total Score Section E: _____

Section F - Inbound Traffic (Maximum 150 points)

1. SIT control numbers assigned and SIT records established IAW DOD 4500.34R
(Maximum 35 points) Score: _____

2. SIT expiration dates monitored and member notified IAW NAVSUP Pub 490
(Maximum 35 points) Score: _____

3. Reweighs witnessed to maximum extent
(Maximum 30 points) Score: _____

4. Tracer action accomplished IAW DOD 4500.34R (Maximum 25 points) Score: _____

5. Statement of accessorial services (DD Form 619-1) reviewed and certified IAW DOD 4500.34R (Maximum 25 points) Score: _____

Total Score Section F: _____

Section G - Nontemporary Storage (Maximum 115 points)

1. Nontemporary storage records reviewed
quarterly (Maximum 40 points) Score: _____

2. Members notified of pending expiration
dates IAW NAVSUP Pub 490 and DOD 4500.34R
(Maximum 40 points) Score: _____

3. Service order (DD Form 1164) prepared for
nontemporary lots IAW DOD 4500.34R
(Maximum 35 points) Score: _____

Total Score Section G: _____

Section H - Quality Control (Maximum 150 points)

1. Carrier Performance files established
and reviewed IAW DOD 4500.34R
(Maximum 30 points) Score: _____

2. CERS scores posted on carrier shipment
records as required by MTMC rules
(Maximum 30 points) Score: _____

3. Inspection program for DPM shipments
established on random basis IAW current
standard performance work statement
(Maximum 30 points) Score: _____

4. Monetary penalty features of OPM Performance
Work Statement established to ensure maximum
participation by contracting officer and personal
property officer (Maximum 30 points) Score: _____

5. Carrier performance on international
shipments monitored and reported to MTMC IAW
current International Quality Control Program
(Maximum 30 points) Score: _____

Total Score Section H: _____

Section I - Claims (Maximum 150 points)

1. Assistance provided to member in preparing and submitting inconvenience claims against household goods carriers
(Maximum 45 points) Score: _____

2. Responsibility of member emphasized in executing and forwarding to personal property office DD Form 1840R within allowed time (Maximum 45 points) Score: _____

3. DD Form 1840R dispatched to carrier expeditiously to meet allowed due date (Maximum 30 points) Score: _____

4. Loss and Damage claims inspections made IAW DOD 4500.34R
(Maximum 30 points) Score: _____

Total Score Section I: _____

Total Points All Sections: _____

Section J - Qualitative Performance Factors (No score)

The following indicators have no numerical assigned. They will be considered in the final evaluation process series. They give some indication of performance in certain areas:

- Percentage of inspections performed
- Average telephone customers waiting time (in minutes)
- Average customer waiting time with appointment (in minutes or hours)
- Average customer waiting time without appointment (in minutes or hours)
- Average number of days Personal Property Government Bill of Lading issued prior to or after pick up
- Average number of hours or days to process a loss and damage claim within the personal property office

Part II

Performance Summary

The following sections provide major claimant with prompts to help support an activity's nomination. Please describe the inputs concisely and succinctly. Only the prompts are listed. Inputs should be typed on plain bond paper using the following format:

- A. Summary statement of why the activity should win the final personal property excellence award.
- B. Unit citations, commendations, awards, letters of application directed to the nominated personal property office, and brief background.
- C. Summary of significant customer relations efforts to improve service to member (e.g., mass briefings to ships, squadrons, retirement seminars; increased public awareness of office services, accountability, etc.).
- D. Management Innovations To Improve Customer Service, and efficiency of operations.
- E. Professional Activities in Local Community (e.g., Industry Training Classes, Professional Associations).
- F. Other significant factors which support the award.